amicus its

Service Catalogue

Your secure data centric guardians

Storage Management and Administration

1 Introduction

Amicus ITS are secure data centric guardians. We follow the tough regulatory procedures of ISO 20000, ISO27001 and ISO 9001, along with the process frameworks of PRINCE2 and ITIL_v3 methodologies. As a leading provider of managed IT and cloud services, we specialise in delivering holistic solutions tailored for our customers in healthcare, public sectors, regulated markets and to blue chip corporates. Amongst our capabilities, we are specialists in design and build and maintaining services to align with boardroom strategies.

2 Objectives and Benefits

With options for storage constantly increasing and becoming more complex, it is vital that organisations have sufficient information to create an efficient storage environment. Amicus ITS is looked upon as a trusted advisor in suggesting tailored storage solutions to meet each organisation's needs through an agnostic range of partners.

When selecting a storage solution we help our customers identify the following:

- Function (how storage is used and accessed)
- Capacity and speed
- Reliability

Amicus ITS aligns the appropriate storage solution to the customer's business strategy to ensure that the solution meets the customer's service levels. By doing this, we can achieve the optimal performance and capacity levels. This can help reduce costs and maximise return for investment.

We are data guardians for our customers. Amicus ITS implements best practices in security to safeguard the data within the storage environment. We ensuring high availability and controlled accessibility as Subject Matter Experts. We are not limited to the support of any particular storage platform, be it SAN, NAS, object storage etc. or differing switching fabrics. We extend our services to cover basic storage platforms, to complex architectures.

3 Service

We manage and administer day-to-day operations of storage solutions for our customers where we maintain the integrity of hardware, software and configuration. This includes planning, scheduling, testing and co-ordination for software upgrades. Amicus ITS assists with performance-oriented storage array configurations and capacity-based storage array configurations, with the objectives to ensure the storage array is able to dynamically adapt to changes in application performance and service demands. We work on storage array consolidation, disk-based de-duplication and simplification of disaster recovery strategies.

Amicus ITS works with an array of tools to determine actual capacity and performance usage and extrapolate future usage and trending.

Some of these functions are dependent upon the abilities or configuration of your array (components purchased).

Storage Management and Administration / Contd…

4   Service Scope

STORAGE MANAGEMENT & ADMINISTRATION	Basic	Enhanced	Advanced
Hardware and software monitoring - inbuilt storage array monitoring tool and notification on failure	✓	✓	✓
Capacity and performance reports – inbuilt storage array monitoring tool – no analysis	✓	✓	✓
Changes and service requests to existing configuration	Optional	✓	✓
Remediation of identified issues or failures on the SAN environment including 3rd party supplier management if customer holds a valid contract.	Optional	✓	✓
Good housekeeping: SAN management (recovery of unused space, clearing down of snapshots)	Optional	✓	✓
Capacity and performance reports – inbuilt storage array monitoring tool analysed by Technical Consultant with recommendations	Optional	Optional	✓
Strategic road mapping and business alignment	Optional	Optional	✓
Storage array / SAN upgrades (recommended to do six monthly upgrades + critical advisories). Project based activity	Optional	Optional	Optional
Hardware Break-Fix only service	Optional	Optional	Optional

5   How We Provide This Service

This service is built up from the NOC Team, Technical Consultants and Service Delivery Managers.

6   Service Reporting

The standard monthly reports include:

•   Performance reports
•   Capacity reports
•   Advanced reports including technical analysis and recommendations, plus strategic road maps and business alignment for the customer if selected.

7   Service Pricing

This needs to be priced per storage solution *(ie 1 SAN = 1 storage solution and 2 replicated SANs = 2 storage solutions inclusive of any software components).*   For HCI storage solution pricing see separate service sheet for HCI.   [NOTE: Does not also include any cost for optional services above]